



DEPARTMENT OF THE NAVY  
COMMANDER NAVY REGION SOUTHWEST  
937 N. HARBOR DR.  
SAN DIEGO, CA 92132-0058

IN REPLY REFER TO:  
COMNAVREGSWINST 4600.1  
N80HA

21 JUL 2006

COMNAVREGSW INSTRUCTION 4600.1

From: Commander, Navy Region Southwest

Subj: FLEET (FUEL) CARD PROGRAM INTERNAL OPERATION PROCEDURES  
(IOP)

Ref: (a) DON EBUSOPSOFFINST 4600.1  
(b) DOD Publication 4140.25-M, Vol II, Chap 16  
(c) Financial Management Regulation 7000.14-R  
(d) Fleet Card Desk Guides

Encl: (1) Statement of Understanding  
(2) US Bank Brochure  
(3) Fleet Card Log

1. Purpose. To provide integrated guidelines and procedures for management and execution of the Fleet (Fuel) Card program (FFCP).
2. Scope. This instruction is applicable to all card users, approving officials, certifying officials assigned to Navy Region Southwest (NRSW) and its subordinate commands.
3. Background. The FFCP was established to provide a useful, convenient, and commercially available method of payment for all on and off base fuel and other related maintenance services. The card can be utilized for both DOD owned and leased vehicles including trucks, forklifts, boats, tugs, barges, and other equipment authorized by the activity. If the vehicle is leased under GSA contract, the Fleet (Fuel) Card (FFC) can only be used for those with "dry" contracts (GSA vehicles that are not supplied with credit cards). The FFC is also authorized for use to purchase oil, repairs, roadside assistance, and other emergency services as required.
4. Action. Every individual involved in the FFCP is personally accountable for strict adherence to these policies and procedures as outlined in references (a) through (d). Specific responsibilities are delineated for the Installation Commanding Officer, the Agency Program Coordinators (APC), card users, approving officials, and certifying officials.

  
M. R. ALLEN  
Chief of Staff

Distribution:  
Electronic only, via CNRSW Directive Web site  
<http://www.cnrsw.navy.mil/Admin/index.htm>

COMNAVREGSWINST 4600.1

21 JUL 2006

**NAVY REGION SOUTHWEST  
FLEET (FUEL) CARD PROGRAM  
INTERNAL OPERATION PROCEDURES (IOP)**

21 JUL 2006

**TABLE OF CONTENTS**

CHAPTER 1: OVERVIEW OF CNRSW FLEET CARD PROGRAM	
	<u>Page</u>
1. Roles/Responsibilities	1-1
2. Training Requirements	1-3
3. Statement of Understanding	1-4
4. US Bank Brochure	1-4
CHAPTER 2: MANAGEMENT/EXECUTION OF FLEET CARD PROGRAM	
1. General Procedures and Documentation	2-1
2. Fleet Fuel Card Log	2-2
3. Authorized Purchases	2-2
4. Unauthorized Purchases	2-3
5. Fleet Card Internal Controls	2-3
6. Fraud, Misuse, and Abuse	2-4
7. Card User's Monthly Certification	2-4
8. Miscellaneous Items	2-5
CHAPTER 3: DISCIPLINARY GUIDELINES	
1. Policy	3-1
2. Guidance/Penalties	3-1
CHAPTER 4: REVIEWS AND AUDITS	
1. Semi-Annual Activity APC Review	4-1
2. Semi-Annual Level 4 APC Major Claimant Reporting	4-1
3. Yearly Outside Audits	4-1

21 JUL 2006

## CHAPTER 1

## OVERVIEW OF CNRSW FLEET CARD PROGRAM

1. Roles/Responsibilities

a. Installation Commanding Officer (ICO). The ICO is responsible for providing support/sponsorship and oversight to all participants in the Fleet Card Program ensuring that the local program is being executed in accordance with DOD and Navy guidance. The ICO at each OTH site is responsible for appointing the Level 6 APC at that site.

b. Level 5 Agency Program Coordinator (APC). The Level 5 APC is responsible for oversight of the region-wide program in accordance with DOD and Navy policies and procedures and is appointed by the Executive Director. The dissemination of information will flow from the Level 4 APC (CNI) to the Level 5 APC and down. The following duties are also responsibilities of the Level 5 APC.

(1) Ensure key personnel are properly trained and all completion certification records are maintained centrally.

(2) Monitor Account Commander website throughout the month.

(3) Conduct semi-annual reviews of the program as directed by higher authority.

(4) Conduct periodic local reviews to ensure lower level APC are following IOP and other policy and procedures.

c. Level 6 Agency Program Coordinator (APC). Each OTH site will have a Level 6 APC. The Level 6 APC will receive information from the Level 5 APC and be responsible for communicating the information within the program to their responsible officials and Card Users. The responsibilities of the Level 6 APCs are as follows:

(1) Manage issuance of the cards to the appropriate individuals.

(2) Authorize only personnel with mission requirements to use Fleet Cards. Contractors are **not** authorized to use the Fleet Card.

21 JUL 2006

(3) Maintain a list of authorized drivers/vehicles and other relevant information.

(4) Ensure that every card user signs the Statement of Understanding (SOU) and that the Level 5 & 6 APCs maintain a copy of the SOU.

(5) Provide additional training and guidance to ensure users understand the proper use of the Fleet Card.

(6) Maintain Fleet Card Log including collecting and validating the receipts.

(7) Store Fleet Cards under lock and key.

(8) Monitor and approve card limit changes.

(9) Conduct unannounced semi-annual card inventory to ensure Card Users are not keeping cards in their possession and that unused cards are kept under lock and key.

(10) Send logs to AO on monthly basis for inspection.

(11) Approve new accounts, verifying application is complete, then forward to DON E-Business office (DON E-Business will forward to the bank for processing).

(12) Manage non-fuel delinquencies.

(13) Notify the supervisor, CO, and higher echelon in the event of any suspected unauthorized purchase (purchases that would indicate non-compliance, fraud, misuse, or abuse).

(14) Document fraud and immediately report to Level 5 APC.

d. Approving/Certifying Official (AO/CO). The Approving and Certifying Official can act as one in the same person as long as there are no more than 2,000 transactions on their account in a monthly billing cycle. These officials serve as the primary focal point for receipt and validation of invoices and could be held liable for erroneous payments. The AO/CO responsibilities are listed below.

21 JUL 2006

- (1) Create obligations and pay fuel card bills.
- (2) Ensure timely reconciliation, certification (non-fuel purchase only) and payment of all invoices.
- (3) Monitor the Voyager Fleet Commander program for issues of fraud, misuse, and abuse.
- (4) Act as a first defense to fraud, misuse, and abuse.
- (5) Review logs of purchases and validate that all fuel and non-fuel purchases are authorized.
- (6) Document fraud and immediately report to Level 6 APC.

e. Card User (CU) - The Card User will be liable to the government for any transaction not made for official government use. It is important the Card User sign a Statement of Understanding (SOU) before using the Fleet Card. Further responsibilities and exceptions for the Card User can be found in Chapter 2, Management/Execution of Command Fleet Card.

2. Training Requirements. All APC and AO/CO Fleet Card Program participants are initially required to successfully complete the role-based DON E-Business training, internal operating procedures training, and ethics training. Upon appointment to the position each individual has 30 days to complete training.

a. APC/AO/CO:

(1) DON E-Business role-based training is required to be taken as a refresher course at least every two years. Internal operating procedures training should also be completed every two years. Ethics training must be renewed annually.

(2) Certificates of Completion are required for all training. Copies of the certificates should be maintained locally and also sent to the Level 5 APC.

b. Card Users. Card Users are required to receive initial training and then refresher training every two years. Card Users must also take annual ethics training.

21 JUL 2006

c. Training Websites are:

**DON E-Business**

[www.don-ebusiness.navsup.navy.mil](http://www.don-ebusiness.navsup.navy.mil)

**ETHICS**

[www.defenselink.mil/dodgc/defense\\_ethics/ethics\\_training](http://www.defenselink.mil/dodgc/defense_ethics/ethics_training)

3. Statement of Understanding (SOU). Enclosure (1), must be signed by all Fleet Card Program participants and maintained by the Level 5 & 6 APC.

4. US Bank Brochure. The US Bank Brochure, enclosure (2), should be available to all Card Users at all times.

21 JUL 2008

## CHAPTER 2

### MANAGEMENT/EXECUTION OF COMMAND FLEET CARD PROGRAM

1. General Procedures and Documentation - The following is a list of daily and monthly policies and procedures for Card Users and AO/COs to abide by, including payment procedures.

a. Card User

(1) Ensure all purchases are both authorized and legal.

(2) Obtain a hardcopy receipt for every transaction. Fuel receipts must include date of purchase, vendor, location, description of transaction, dollar amount, vehicle number, and odometer reading. Non-fuel charges must be documented with an explanation of the services rendered and justification for those services.

(3) Enter each transaction into the Fleet Card Log, Enclosure (3).

(4) Between the 22<sup>nd</sup> and 25<sup>th</sup> of every month

(a) Verify and sign in the top left corner of the monthly Fleet Card logs acknowledging that all purchases are accurate and legal.

(b) Attach all receipts to the monthly log.

(c) Submit log and receipts/documentation to the AO/CO for payment certification. The AO/CO should receive log and all receipts/documentation by the 25<sup>th</sup> of every month.

b. Approving/Certifying Official (AO/CO)

(1) Monitor the Fleet Commander Program via the US Bank website for all charges throughout the month.

(2) Ensure monthly Fleet Card logs and documentation have been received from Card Users by the 25<sup>th</sup> of each month.

(3) Validate the Voyager invoice against the logs, documentation, and FES billed charges.



21 JUL 2006

(4) Resolve any discrepancies.

(5) Verify non-fuel charges against documentation and then submit a manual short pay certification for payment to DFAS.

(6) Enter all transactions into STARS for obligation and upload to the Official Accounting System.

(7) Maintain files of all transaction documentation, logs, and invoices.

2. Fleet Card Log. The Fleet Card log, enclosure (3), is used by all Fleet Card Users to report and track individual transactions made using the Fleet Credit Card. Each purchase must be entered on this log within 24 hours of purchase. A complete log entry will include date, card user, card number, vendor name/location, vehicle USN, odometer reading, transaction type, gas receipt number, number of gallons, and total dollar amount. The logs are cumulative for a one-month period. Detachment Card Users are required to maintain an electronic log on their desktop computers and submit it to the AO/Co by the 25<sup>th</sup> of every month.

3. Authorized Purchases. The Fleet Fuel Card may be used to purchase the following fuel and services.

a. Fuels. Gasoline, gasohol, regular unleaded, diesel/diesel marine fuel, propane, and liquefied petroleum gas (LPG) including compressed natural gas (CNG), ethanol and methanol, E85, and bio-diesels. Premium or special unleaded only if required by the vehicle manufacturer.

b. Fluids. Lubricating services and lubricants, including Differential, transmission fluid, and antifreeze (ethylene glycol).

c. Filters/Batteries. Air and oil filters and servicing; batteries and battery charging.

d. Tires. Tires and tire and tube repairs.

e. Tires/Cleaning. Washing/cleaning and mounting/dismounting snow tires and chains.

f. Parts. Spark plugs, fan and generator belts, windshield wiper arms and blades, lamps, etc.

21 JUL 2008

g. Repairs. Collision repair and painting up to card-authorized limit; emergency roadside service including towing.

h. GSA "Dry" Lease Contract. Purchase fuel for vehicles leased under the GSA "Dry" Lease contract (GSA vehicles that do not come with a credit card).

i. Boats, tugs or Barges. Obtain fuel for small boats, tugs or barges as authorized by the activity.

4. Unauthorized Purchases. The following purchases are not to be made under any circumstances.

a. Premium and special unleaded fuel is strictly prohibited unless required by the vehicle manufacturer.

b. Aviation fuel purchases are not authorized at commercial locations.

c. Products/services not listed in the above "Authorized Purchases" are unauthorized. Fleet Cards may not be issued to or used by individuals other than Navy military or civilian personnel.

5. Fleet Card Internal Controls. Level 6 APCs will establish internal controls on accounts/cards in accordance with The Fleet Card APC Desk Guide, Chapter 2.8, Controls. Voyager Fleet Cards are established at an organizational level or by individual vehicle/equipment. APC will periodically run exception reports in Fleet Commander, based upon the type of card. Reports can be created to identify transactions filtered for following criteria:

a. For Organizational Cards; driver ID, vehicle ID, PIN and odometer;

b. For Vehicle/Equipment Cards: in addition to the above for organizational cards, include tank capacity of vehicle; type of fuels that can be purchased; dates and times when fuelings are authorized.

c. Level 6 APC will generate exception reports on at least a monthly basis whereby Voyager will highlight transactions that don't meet these established standards.

21 JUL 2008

6. Fraud, Misuse, and Abuse. The level 6 APC will review all transactions on a monthly basis for all premium fuel purchases and merchant codes indicated as 'miscellaneous,' food products,' or any others that look suspicious.

a. Fraud. Includes theft or embezzlement from the government, bribery, receipt or giving of gratuities, conflict of interest, violation of anti-trust laws, as well as false statements and/or false claims. Fraud can be committed in any of the following areas including pay and allowances, procurement, property disposal, subsistence, unauthorized services, non-appropriated funds, foreign military sales and personnel matters. All cases of fraud should be documented and reported to the Fraud Hotline at 1-800-424-9098.

b. Potential Fraud. Includes the appearance of any of the following including:

- (1) Theft or embezzlement from the Government
- (2) Bribery
- (3) Receipt or giving gratuities
- (4) Conflict of interest
- (5) Violation of anti-trust laws
- (6) False statements and/or false claims.

c. Misuse. Is defined as inappropriate and/or unintentional use of the Fleet Card for unauthorized items, use of a government vehicle for purposes other than official government business. Such misuse is a violation of the Uniform Code of Military Justice and Federal law, and may result in criminal, disciplinary, and adverse administrative action.

d. Abuse. Is intentional use of the Fleet Card for unauthorized items. Neither Commanding Officers nor supervisors shall tolerate abuse of the Fleet Card. Card Users who abuse the Fleet Card shall be subject to appropriate administrative and/or disciplinary actions.

7. Card User's Monthly Certification. All individuals that have been assigned Fleet Fuel Cards must certify fuel card logs every month between the 22<sup>nd</sup> and 25<sup>th</sup> of the month. During this process all transactions for the month should be checked and receipts and other transaction documentation attached. Once that process is complete, the Card User shall sign the monthly log in the signature block (located in the upper left corner) and submit all signed logs, receipts, and documentation to the

21 JUL 2008

AO/CO. This is a mandatory process and must be accomplished during the timeline specified. Card Users who reside at detachment sites are required to scan or fax logs and submit by email with receipts and documentation to the AO/CO by COB the 25<sup>th</sup> of every month.

8. Miscellaneous Items

a. Inventory of Cards. All Fleet Cards are to be kept under lock and key when not in use. A semi-annual card inventory shall be conducted by the level 6 APC to ensure all cards are accounted for and properly stored and that Card Users are not keeping the cards in their possession.

b. Spend/Transaction Limits. All Fleet Cards are established with default spend/transaction limits set by the issuing bank. The monthly dollar limit is \$1,000. The default number of daily transactions (each swipe designates a transaction) is no more than 3 in a 24hour period. The default limit can be raised to \$3,000 at the level 6 APC's discretion.

c. Record Maintenance/Retention. APCs and AO/COs must maintain transaction and certification files based on their individual function. Additionally, the APC shall ensure that records on authorized drivers and vehicles are established and maintained daily. Record retention is for 6 years. Detachment sites must keep all original receipts and other documentation for 6 years.

d. Lost or Stolen Cards. The Card User must immediately report a lost/stolen card to the level 6 APC. The APC will then notify the issuing bank and cancel the card.

e. Check-Out Procedures for Departing Personnel. If the Fleet Card is assigned to a specific individual and not a vehicle or department, the Card User must check out with the level 6 APC when departing the activity in order to turn in the Fleet Fuel Card assigned to them. Also, the departing Card User must turn in all certified monthly logs, receipts, and documentation to date for that month. New logs will be started when the card is re-assigned.

21 JUL 2006

## CHAPTER 3

## DISCIPLINARY GUIDELINES

1. Policy

a. Managers and supervisors shall use their discretion in handling Fleet Card misuse in a manner appropriate to each individual case. The circumstances of each case will determine the appropriate type of action, if any. Disciplinary actions include informal actions, such as written or verbal counseling detailing the concern and directing corrective action and greater oversight; account suspension or cancellation; official letters of reprimand; demotion; removal; or potential criminal prosecution.

b. Approving/Certifying Officials (AO/COs) Responsibility. The Approving/Certifying Officials are the program's first line of defense against potential fraud, misuse or abuse. They are responsible for ensuring that all purchases made by Card Users within their purview are appropriate, bona-fide, and that the charges are accurate. The AO/COs are responsible for overseeing proper processing of invoices, creating obligations in a timely manner, and ensuring that transaction information is recorded into the accounting and bill paying systems. AO/COs may be held liable for erroneous payments resulting from negligent performance of their duties. Upon discovery of any improprieties, the AO/COs must notify the level 6 APC.

2. Guidance/Penalties

a. Civilian Personnel. Penalty guidelines shall address offenses with respect to Fleet Cards and shall indicate that the penalty of removal from government service is an available maximum option for a first offense in appropriate cases, as determined by the deciding official. Components must otherwise comply with all applicable law and regulatory guidance in determining whether to impose disciplinary or adverse action in any specific case. Below is a sample schedule of potential charge card offenses.

21 JUL 2006

OFFENSES	FIRST OFFENSE	SECOND OFFENSE	THIRD OFFENSE
Misuse of Government sponsored Fleet Charge Card (e.g. use for unauthorized personal expenses)	Letter of Counseling to removal	5-day suspension to removal	10-day suspension to removal
Unauthorized use of or failure to appropriately control use of Government Fleet Charge Card as a Card Users, Authorizing Official, or Certifying Official	Letter of Counseling to removal	14-day suspension to removal	30-day suspension to removal

In taking corrective or disciplinary action against civilian personnel, supervisors should always consult with their servicing Human Resources Office for help in selecting the appropriate penalty based on the Navy's best practice, regulatory guidance, applicable case law and good judgment.

b. Military Personnel. Military Personnel who misuse, abuse or commit fraud with the Fleet Card shall be subject to actions available under the Uniform Code of Military Justice (UCMJ), including counseling, admonishment, reprimand, non-judicial punishment, court-martial, and administrative separation. In appropriate cases, pecuniary liability, referral for criminal prosecution in civilian courts, and civil enforcement action are other ways to hold military personnel personally accountable for charge card misuse.

**CHAPTER 4****REVIEWS AND AUDITS**

1. Semi-Annual Activity APC Review. The Level 6 APC shall perform a review of the activity's Fleet Card Program twice a year and report to the Level 5 APC. Areas that will be looked at include, but are not limited to:
  - a. Infrequently Used Cards. Any account not used within a 6-month period should be closed for inactivity.
  - b. Card Inventory. All cards should either be in the hand of the designated Card User or locked up for use when needed for a designated vehicle or by an assigned department.
  - c. Span of Control. An appropriate ratio of APC and AO/CO to Fleet Card accounts and number of cards should be maintained to ensure internal management controls are not being jeopardized.
  - d. Spend/Transaction Limits. There should be no cards that are set up for 'unlimited' or unreasonably high monthly spend limits.
  - e. Review of Transactions. Periodic reviews should be conducted to ensure proper procedures are being followed and only authorized purchases are being made.
2. Semi-Annual Level 4 APC Major Claimant Reporting. The level 5 APC must provide the Level 4 APC with a certification that the activity review has been completed. A list of the findings should be included in this report with a short description of the corrective action being taken. The level 5 APC will consolidate all inputs and forward to the level 4 APC.
3. Outside Audits. No information is available from DON E-Business at this time on outside audits other than the fact that they are being discussed and more information will be provided as it becomes available. Commands should be ready for audit at all times

21 JUL 2006

**FLEET CARD PROGRAM  
CARD USER STATEMENT OF UNDERSTANDING (SOU)**

I CERTIFY THAT I HAVE READ THE ATTACHED US Bank / Voyager Brochure "Using the Voyager Fuel Card" and have completed Fleet Card User Training with the APC. I understand that I am authorized to use the card only for those necessary and reasonable expenses incurred in the course of official government business.

I understand that the use of this charge card is an extension of the employee/employer relationship and that I am being specifically directed to:

**Abide by all rules and regulations with respect to the charge card. \_\_\_\_\_**

**Use the charge card only for official government business. \_\_\_\_\_**

**Notify the APC of any problems with respect to my usage of the Charge card. \_\_\_\_\_**

**Notify the APC immediately if my charge card is lost or stolen. \_\_\_\_\_**

**I have read the CNRSW Fleet (Fuel) Card Program IOP and will abide by all policies and procedures outlined. \_\_\_\_\_**

**(Card applicant must initial all the above provisions.)**

I also understand that failure on my part to abide by these rules or otherwise misuse the card may result in disciplinary action being taken against me and the loss of my security clearance. I also acknowledge the right of the Fleet Card Contractor (U S Bank) and/or APC to revoke or suspend my fleet card privileges if I fail to abide by the terms of this agreement.

\_\_\_\_\_  
(Applicant's Signature/Date)

\_\_\_\_\_  
(Supervisor Signature/Date)

\_\_\_\_\_  
(Applicant's Printed Name)

\_\_\_\_\_  
(Supervisor's Printed Name)

\_\_\_\_\_  
(Applicant's Series/Grade/Rate/Title)

\_\_\_\_\_  
(Supervisor's  
Series/Grade/Rate/Title)



21 JUL 2006

**US BANK****USING THE VOYAGER CARD**

**You may use the Voyager card at participating retail locations. Some companies are not yet accepting the card electronically at all locations. These locations should accept the card manually until their electronic systems have been reprogrammed.**

- ❑ If the gas station has card readers located at the pump, you may use the Voyager card at the pump. If there are no pump card readers, see the attendant inside to process your transaction.
- ❑ Swipe your card at the pump card reader. If the pump card reader will not accept the card, take the card inside to the attendant and have him/her process the transaction electronically on the inside equipment. If the attendant questions the card, show him/her this brochure and ask him/her to follow the station attendant's instructions.
- ❑ If the pump terminal requires you to choose either "Credit" or "Debit", press the "**Credit**" key.
- ❑ If required, the terminal may prompt for an **ID** or **PIN** number. Enter your assigned number and press "Enter".
- ❑ If required, the terminal may prompt to enter the **ODOMETER** reading. Enter your odometer as a whole number. **DO NOT** enter tenths of miles.
- ❑ All terminals are different and may require the information to be entered in a different order. Simply follow the instructions on the terminal to process your transaction.
- ❑ If the card cannot be read on any of the equipment, notify Voyager at the number shown on the back of your Voyager card or in this brochure. Voyager will notify the oil company of a problem at one of its locations. The company is often not aware that there is a problem.
- ❑ If the sale is processed manually, write **ID** number and **ODOMETER** reading on the ticket. If the card cannot be read at any location, it is likely that the magnetic strip is damaged. If this occurs, notify your APC to get a replacement card.
- ❑ If the attendant has any questions, present the Voyager Retail Instructions or provide them with the 800 number on this card for assistance in processing the transaction.

21 JUL 2006

**KEY VOYAGER CONTACT INFORMATION**

CLIENT SERVICES	888-785-1735
FAX #	800-987-6592
EMAIL	<u><a href="mailto:voyager@voyagerfleet.com">voyager@voyagerfleet.com</a></u>
WEBSITE	<u><a href="http://www.voyagerfleet.com">www.voyagerfleet.com</a></u>

**STATION ATTENDANT INSTRUCTIONS**

- ❑ To authorize a sale on the Voyager card, follow the instructions sent to you by your point-of-sale network provider.
- ❑ If you have not received a copy of your retailer's instructions, you should first attempt to complete the sale through your electronic point-of-sale equipment.
- ❑ A few of the Shell and AMOCO locations do not have electronic point-of-sale equipment and have no mechanism to process Voyager transactions manually. You will not be able to use your Voyager card at these location

**Account #**

signature/date

[illegible]

This Credit Card can be used to obtain fuel off base or at the Navy Exchange Gas Stations (only by those with privileges). Before leaving the gas station ensure original receipt contains gallons purchased, correct dollar amount, vehicle number, and odometer reading.